

Abstract of the Invention

The present invention relates to a system and methodology for reducing disruption costs associated with notifying a user of messages, automated assistance, and/or alerts.

According to one aspect of the present invention, bounded-deferral policies may be employed

5 within a notification platform, wherein one or more messages of varying degrees of assigned and/or context-driven priority are relayed to users with a deferral policy guided by the priority and determined states of the users. Users can define available free states according to such inputs as a calendar and time of day. Lower priority messages can be delayed until a more interruptible period of time for the user such as during a sensed or predicted completion of a
10 task, a break or pause in desktop activities, a break in office collaboration activities (pause in conversation), or reduced driving load, such as coming to a stop (in an automobile setting).

Higher priority messages can be immediately forwarded to users or sent after a predetermined time configured by the user.

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